



international conference
quality and service sciences

16th QMOD Conference

Quality Management and Organizational Development

4th – 6th September, 2013

Portorož, Slovenia

2nd Call for Papers

During the last 16 years the QMOD conference has become one of the largest scientific conferences in the world within the research fields of Quality and Service Sciences. It is our great pleasure to invite you to contribute with a paper to be presented at the 16th QMOD conference which will take place in Portorož, Slovenia, jointly organized by Lund University, Sweden, Linköping University, Sweden, and University of Maribor. The beautiful conference site and tourism information about Portorož and Piran can be found here: <http://www.portoroz.si/en/position>; <http://www.portoroz.si/en>.

Deadline for abstracts is 15th March 2013 and deadline for full papers is 31st May 2013. For further details on how to submit an abstract/ paper see the QMOD website: <http://www.ch.lu.se/qmod>.

For the 2013 QMOD Conference we have decided to keep the theme of last year's conference - ***LearnAbility, InnovAbility and Sustainability*** – and again relate those meta capabilities to the most serious problem right now – the existing economic crisis in Europe? Those three concepts have become even more crucial than last year. Even if we got several input from last year's QMOD conference we need further ideas/suggestions on how those concepts may be applied in the many different areas/contexts which have been affected by the European and the global economic crisis. So we still could not find a better theme for the 2013 QMOD Conference than:

How may organizations use Learning, Creativity and Innovation in sustaining their dreams of excellence and recover from the economic crisis?

How may organizations in the current economic situation learn from failures and proactively use this learning in creative ways to develop new innovative products & services and at the same time improve existing processes to assure that available resources are used efficiently and effectively. How can those concepts be applied within managerial thinking and strategic planning in the design of production and service processes in the public sector where reductions seem inevitable because of deficits in public finances? How can these concepts be applied when customers and citizens expect higher quality of products and services delivered from private companies as well as from public institutions such as schools, universities, healthcare and elder care

institutions? We again encourage you to contribute in the search of answering those questions.

We therefore invite participants of the 16th QMOD Conference, *whenever possible*, to reflect on the above conference theme when writing papers related to the classical subject areas (see below) – hopefully as a *supplementary reflection section* at the end of the paper. We hope that the conference in this way may contribute with new ideas in guiding organizations and communities in Europe and elsewhere in regaining optimism & dynamism to embark on new journeys to excellence.

A special challenge will be to help organizations and communities to understand that *T/Q* (Total Involvement in Quality) is more needed than ever. Competitive sustainable advantages cannot be achieved by simple strategies focusing only on cost cutting and/or employee reductions. To attain quality and excellence everybody's participation with a passion for improvements is a necessary precondition.

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Tentative Conference Topics: See QMOD Website

Invited key-note speakers:

Professor Alan Brown, School of Management, Edith Cowan University, Western Australia:

Quality Paradigms and Sustainability in Excellence: From mechanistic approaches to learning and innovation.

Professor Jesper Falkheimer, Rector, Lund University Campus Helsingborg, Sweden:

The Power of Strategic Communication in Organizational Development